



Returns On the Web (ROW)

Introduction

Returns On the Web (ROW) is an easy to use interactive online inventory program. This time saving tool allows the pharmacy to create an electronic inventory of outdates prior to shipping to Guaranteed Returns. Some store features include:

- Everything a store needs to submit and ship a return is available here.
- Easy to use and virtually paperless
- Scanner compatibility
- Simple to add or edit items
- Auto save feature

ROW has a variety of useful functions defined by the corporate office. All store activity and history can be monitored from the GR-XtraNet™. Some corporate features include:

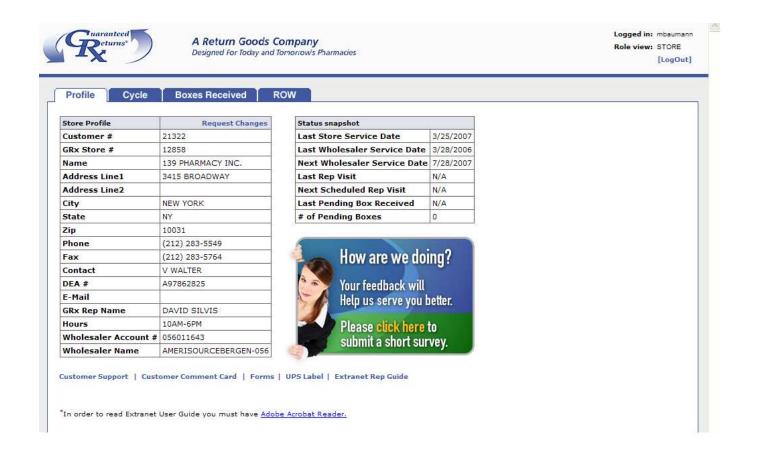
- Control record allows the definition of data to be captured at the store level
- Control record also allows pop-up messages to the user.
- Corporate price files can be uploaded and used to calculate cost of goods.
- Corporate can instantly generate pre-production reports to satisfy inventory and accounting needs.

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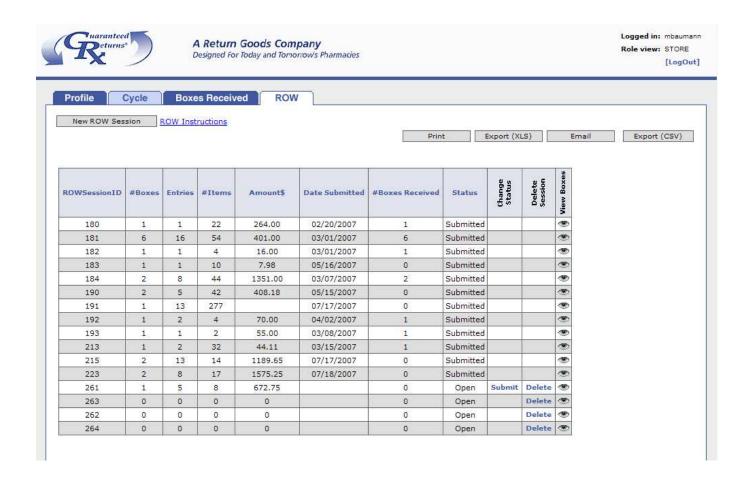
I. Open New ROW Session

- 1. Log on to www.guaranteedreturns.com
- 2. Select the ROW tab.



Open New ROW Session Cont.

- 3. Select "New ROW Session". Note: If the popup is blocked, hold the "Ctrl" key and select again.
- 4. Select "Add New Box". Note: If the popup is blocked, hold the "Ctrl" key and select again.



II. Add items to Box

- 1. From the **Box Content Report** Key in the NDC or use a scanner if available
- 2. Enter quantity
- 3. Enter Return Reason
- 4. Select "Insert Product".



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Logged in: mbaumann
Role view: STORE
[Close this window]

Box Content Report

Store#: 12858 Customer#: 21322 ROW BOX#: 277



III. Add/Edit/Delete items

- 1. From the ROW tab Identify the ROW session. Select "View Boxes" EYE.
- 2. Identify the Box #, select "View Items" EYE to open the **Box Content Report**.
- 3. To Add product:
 - From the <u>Box Content Report</u> select "Add New Product"
 - Add items by simply entering an NDC number and the rest of the required information.
- 4. To Edit or Delete product:
 - Select Edit or Delete. Follow the prompts.
 - Print and/or close window when finished (your work is automatically saved).



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Box Content Report

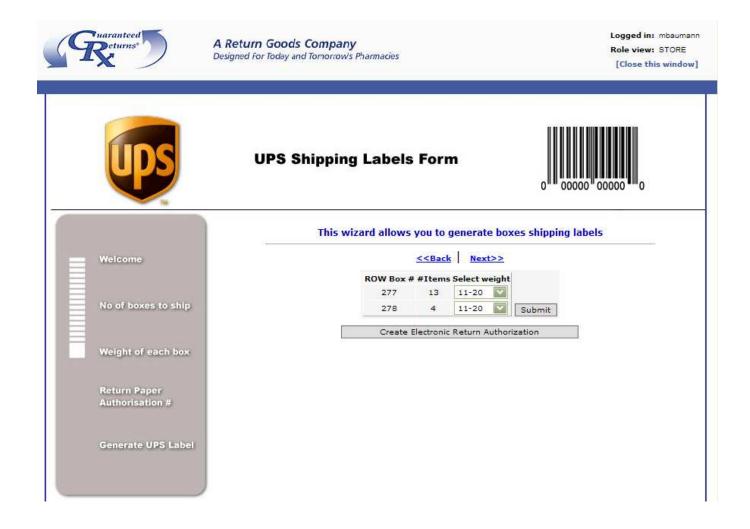
Store#: 12858 Customer#: 21322 ROW BOX#: 288

Add new product ...

NDC#	Product Name	Quantity	Price	Return Reason		
01109851501	EPHEDRINE SULFATE INJ	1.25	15.00	1	Edit	Delete
00002751001	HUMALOG	2.00	140.00	1	Edit	Delete
05260471021	THROMBIN-JMI	2.00	136.00	1	Edit	Delete
06095160785	CRBIDOPA AND LEVODOPA	1.75	285.25	1	Edit	Delete
65483035502	TRANDATE	1.00	15.00	1	Edit	Delete
00004691106	ROMAZICON	0.25	207.25	1	Edit	Delete

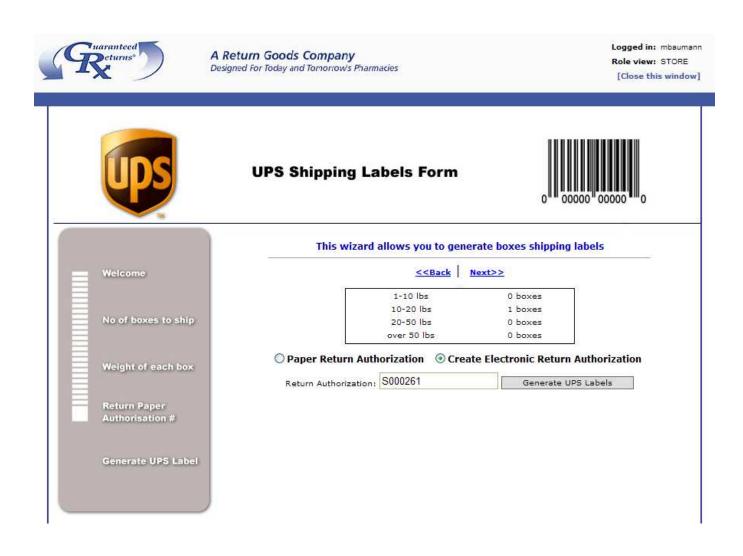
IV. Submit and Ship Boxes

- 1. From the ROW tab locate ROW session ready to ship and select "Submit"
- 2. Follow steps in this wizard.
- 3. Enter estimated weight of each box.



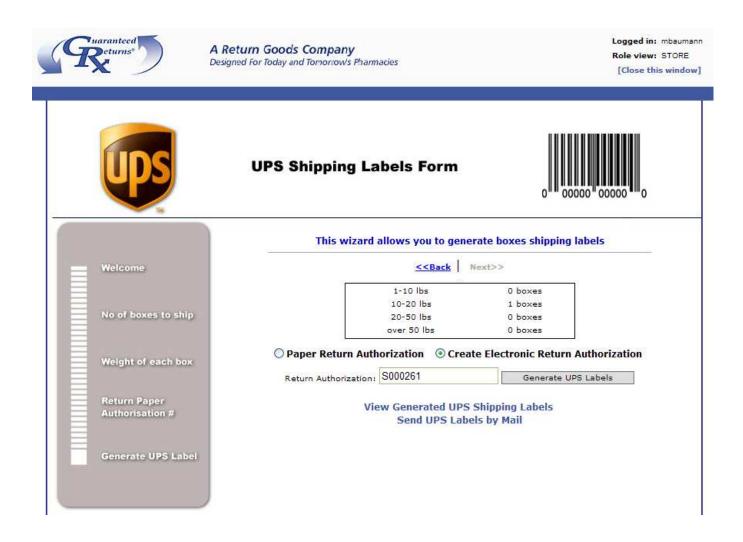
Shipping Continued...

- 4. Select existing paper Return Authorization or Create Electronic Return Authorization.
- 5. Enter Return Authorization number mailed to you or Select "Create an Electronic Return Authorization".
 - If using a Return Authorization mailed to you enter the large number in the upper right.
 - If you do not have a RA form select "Create Electronic Return Authorization"



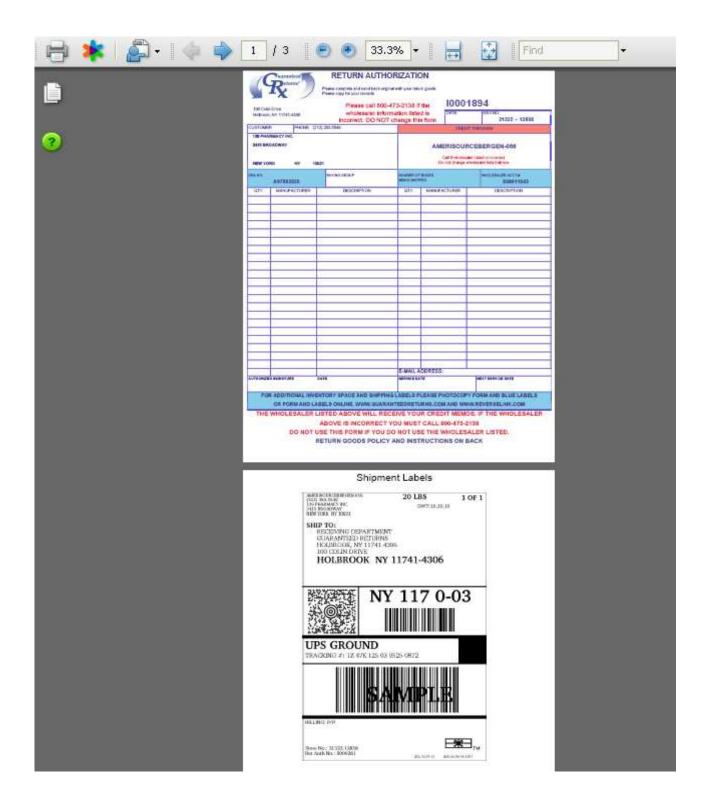
Shipping Continued...

- 6. Select "Generate UPS Shipping Labels".
- 7. Select "View Generated Shipping Labels" (Open the pdf file with your UPS labels and a Return Authorization Form if created).



Shipping Complete.

- 8. Print the Return Authorization form and shipping labels.
- 9. Follow the packing and shipping instructions.



V. Create Reports

- 1. From the ROW tab select the EYE under View Boxes matching the ROW session ID you want.
- 2. From **ROW Session Report**, select the appropriate EYE under View Items to open the **Box Content Report**.



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Logged in: mbaumann Role view: STORE [Close this window]

ROW Session Report

Store#: 12858 Customer#: 21322 ROW Session ID: 223 ROW Session Status: Submitted

Box#	#Items	Amount\$	Tracking#	Status	Change Status	Delete Box	View Items
277	13	1091.00	1Z47E1250397514253	In transit			1
278	4	484.25	1Z47E1250396929263	In transit			1

Reports Continued...

3. From the **Box Content Report** select Print, Export (XLS), Email or Export (CSV).



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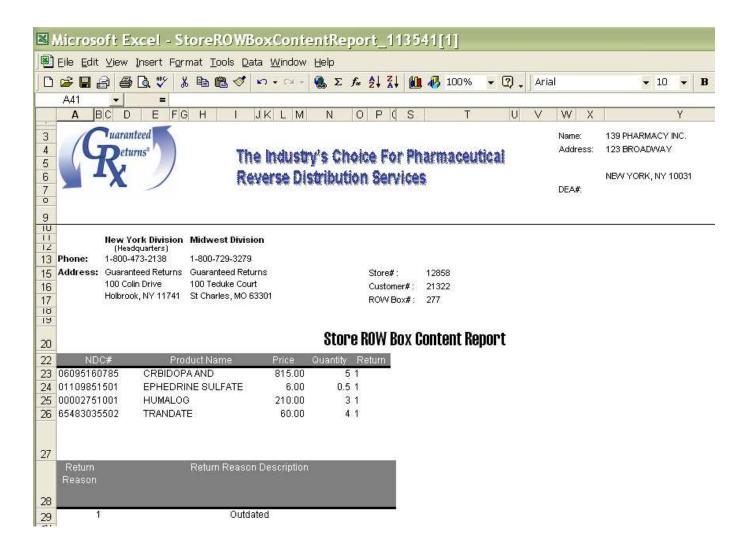
Logged in: mbaumann Role view: STORE [Close this window]

Box Content Report

Store#: 12858 Customer#: 21322 ROW BOX#: 277

NDC#	Product Name	Quantity	Price	Return Reason
06095160785	CRBIDOPA AND LEVODOPA	5.00	815.00	1
01109851501	EPHEDRINE SULFATE INJ	0.50	6.00	1
00002751001	HUMALOG	3.00	210.00	1
65483035502	TRANDATE	4.00	60.00	1

4. Sample Excel Report...Export (XLS)



VI. Track Boxes Shipped

1. From the **ROW Session Report** select the tracking number you want.



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ROW Session Report

Store#: 12858 Customer#: 21322 ROW Session ID: 223 ROW Session Status: Submitted

Box#	#Items	Amount\$	Tracking#	Status	Change Status	Delete Box	View Items
277	13	1091.00	1Z47E1250397514253	In transit			1
278	4	484.25	1Z47E1250396929263	In transit			1

2. You will be automatically linked to the UPS Tracking website for an instant update.

